

## Password FAQ

### Q: Help: I've forgotten My Password.

A: That's ok; we can e-mail you your password hint or reset your password for you.

1. Go to <https://chart.donhr.navy.mil/>
2. Click the red **Forgot Your Password** link in the upper right hand corner.
3. Type in your Social Security Number and e-mail address. Under the Account Request Action field select **Email Password Hint**. Click Submit Request.
4. Your password hint will be e-mailed to the address we have on file.

**Note:** If the email address you enter does not match the email address on file, the hint will not be sent. You will need to use the Contact the Webmaster link to request assistance.

### Q: My Password Hint doesn't help? Now what do I do?

A: You can have your password set to a default value and have that value e-mailed to you.

1. Go to <https://chart.donhr.navy.mil/>
2. Click the red **Forgot Your Password** link in the upper right hand corner.
3. Type in your Social Security Number and e-mail address. Under the Account Request Action field select **Reset User Account**. Click Submit Request.
4. A new password will be e-mailed to you. You can then logon using this new password. To update it, just go to My Account and select Change Your Password.

**Note:** If the email address you enter does not match the email address on file, the hint will not be sent. You will need to use the Contact the Webmaster link to request assistance.

### Q: My E-mail address has changed since I created my account so I am unable to get my hint or new password. Now what?

A: Then click on the **Contact the Webmaster Link** at the bottom of the page. Provide your name, phone number, new and old e-mail address and last four digits of your SSN. Under the comments section, type in "Need password assistance". Also provide any other information that may have changed from your old account, such as name changes. Click the Submit Comment button. A webmaster will use the information provided to reset your password and will e-mail a new password your new e-mail address.

**Note:** We will be unable to assist you if you do not provide your last name and the last 4 digits of your SSN.

### Q: How do I change my password?

A: Log in and select **My Account** and then click the red **Change Your Password** link. Type in a new password and a new hint and click the Make Change button. Your new information will be e-mailed to you.

### Q: I know my password, but need to update my e-mail address on file.

A: Log in, select **My Account** and then click the **Change Your Contact Information** link. Once you have updated the information, click the Submit Changes button. Then click **Send Your Updated Contact Information to Centers** in order to submit the changes to the locations where you currently have a resume on file.

### Q: How long does it take to have my password reset through the Contact the Webmaster process?

**A:** Password reset requests that come through the Contact the Webmaster link are usually worked within 24 business hours from receipt (Monday through Friday).

**Q: I've contacted the webmaster multiple times for password assistance, but never get a response.**

**A:** Then check your email junk mail folder or see if you have a "Spam Stopper" program that is preventing you from receiving password information in your email account.